



April 5, 2006

RE: RFP DGS-2053 **ADDENDUM #27**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 4

TOC, page i-ii. Replaced in its entirety accommodate the below change.

4.5.9 – 4.5.10, page 22-32. Replaced in their entirety.

SECTION 6.1

Table 6.1.11.3.1, page 191. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.1.11.3.2, page 192. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.1.11.3.3, page 193. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications” and moved last item in first column to page 194.

Table 6.1.11.3.3, page 193. Added the term “for each report” after the expression “\$400 and \$100 per week thereafter”.

Table 6.1.11.3.4, page 195. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications” and moved last item in first column to page 196.



Table 6.1.11.3.4, page 196. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.1.11.3.5, page 197. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.1.13.9, page 223. Modified the text in the last two lines of the paragraph to refer to Service Provisioning, Tracking, and Inventory System in Section 6.1.13.4.

6.1.14.1, page 228. Deleted item 20, “Other plan content”, which renumbering the succeeding two items, and then added a new item 22, “Any other content Contractor chooses to include in plan”.

SECTION 6.2

6.2.15, page 48. Replaced reference to “Section 6.1.4.5” in last bulleted item with “Section 6.2.15.5”.

6.2.15.4, page 54. Replaced reference to “Section 6.1.4.5” in last bulleted item with “Section 6.2.15.5”.

Table 6.2.22.3.1, page 112. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.2.22.3.2, page 113. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.2.22.3.3, page 114. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.2.22.3.3, page 114. Added the term “for each report” after the expression “\$400 and \$100 per week thereafter”.



Table 6.2.22.3.4, page 115. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”, and moved the last 3 items in column to the next page.

Table 6.2.22.3.4, page 116. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.2.22.3.5, page 117. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.2.24.6, page 140. Modified the text in the last two lines of the paragraph to refer to Service Provisioning, Tracking, and Inventory System in Section 6.2.24.4.

SECTION 6.3

Table 6.3.14.3.1, page 156-157. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.3.14.3.2, page 158. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.3.14.3.2, page 158. Deleted the term “discrepancy notification” under Measurement Process in the 2nd column.

Table 6.3.14.3.3, page 159. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.3.14.3.3, page 159. Added the term “for each report” after the expression “\$400 and \$100 per week thereafter”.



Table 6.3.14.3.4, page 160-161. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

Table 6.3.14.3.5, page 162. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.3.17, page 186. Modified the text in the last two lines of the paragraph to refer to SLA Provisioning Report Requirements identified in Section 6.3.16.6.2.

SECTION 6.4

6.4.6.1, page 92. Changed the reference to Module 3 service to Module 4 service in the 3rd line of the paragraph.

6.4.12.3.1, page 146. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.4.12.3.2, page 147. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.4.12.3.3, page 148. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.4.12.3.3, page 148. Added the term “for each report” after the expression “\$400 and \$100 per week thereafter”.

6.4.12.3.4, page 149. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.4.12.3.4, page 150. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.

6.4.12.3.5, page 151. Replaced the word “Services in the first column heading with “Administrative Tools, Reports, and Applications”.



6.4.15, page 173. Modified the text in the last two lines of the paragraph to refer to SLA Provisioning Report Requirements identified in Section 6.4.14.5.2.

GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

Steven Casarez
DGS, Procurement Division
Technology Acquisitions Section
P.O. Box 989054
West Sacramento, CA 95798-9054
(916) 375-4481
email: steve.casarez@dgs.ca.gov

Section 4

TABLE OF CONTENTS

SECTION 4 – PROPOSED ENVIRONMENTS

| | | |
|-----------|---|----|
| 4.1 | PURPOSE | 1 |
| 4.2 | STATE VISION | 1 |
| 4.3 | STATE POLICY | 2 |
| 4.4 | REQUIRED SERVICES | 2 |
| 4.4.1 | Module 1 – Core Services (M-O) | 3 |
| 4.4.2 | Module 2 – Long Distance Services For Voice (M-O)..... | 4 |
| 4.4.3 | Module 3 –Internet Protocol (IP) Services (M-O) | 5 |
| 4.4.4 | Module 4 – Broadband Fixed Wireless Access (BFWA) Services (M-O) | 6 |
| 4.4.5 | Transition/Implementation (M)..... | 7 |
| 4.5 | PROPOSED STATE ENVIRONMENT (M-O) | 8 |
| 4.5.1 | Major Objectives..... | 8 |
| 4.5.2 | Individual Pricing Scenarios | 10 |
| 4.5.2.1 | General IPR Provisions..... | 10 |
| 4.5.2.2 | Contract Duration IPRs..... | 10 |
| 4.5.2.3 | Limited Duration IPRs..... | 10 |
| 4.5.3 | DTS/ONS Oversight | 11 |
| 4.5.4 | Contractor Responsibility (M) | 11 |
| 4.5.5 | Contract Business Relationships (M)..... | 12 |
| 4.5.5.1 | State and Contractor Business Relationships (M) | 12 |
| 4.5.5.1.1 | Communication, Cooperation, and Collaboration (M)..... | 13 |
| 4.5.5.1.2 | Business Practices and Contract Terms and Conditions (M) .. | 13 |
| 4.5.5.1.3 | Technical Interoperability (M) (only applicable to Modules 1 and 2) | 14 |
| 4.5.5.1.4 | Impact on other Module’s Services (M)..... | 14 |
| 4.5.5.1.5 | Business Relationships with Other Telecommunications Providers | 14 |
| 4.5.5.2 | Corporate Business Relationships (M) | 15 |
| 4.5.5.2.1 | Single Point of Contact (M)..... | 15 |
| 4.5.5.2.2 | Interaction Between Affiliates (M)..... | 16 |
| 4.5.5.2.3 | Competitive Business Goals Between Affiliates (M)..... | 16 |
| 4.5.5.2.4 | Sharing of Key Personnel and Resources (M)..... | 17 |
| 4.5.6 | Transition/Migration/Transfer Objectives (M) | 17 |
| 4.5.6.1 | Transition (M)..... | 17 |
| 4.5.6.2 | Migration | 18 |
| 4.5.6.3 | Transfer Between Modules | 18 |
| 4.5.7 | Contractor Business Plan (M) | 19 |
| 4.5.7.1 | Staffing and Resource Requirements (M) | 19 |
| 4.5.7.2 | Business Activity Requirements (M)..... | 20 |
| 4.5.8 | Service Technical Evaluation And Demonstration Process (M) | 21 |
| 4.5.9 | Dedicated Contract Program Manager (DCPM) Responsibilities (M)..... | 22 |
| 4.5.9.1 | Administrative Functions (M) | 22 |
| 4.5.9.2 | Reporting Functions (M) | 23 |

| | |
|---|----|
| 4.5.9.3 Relationship Management Functions (M) | 23 |
| 4.5.10 Performance Deficiencies And Charges (M) | 25 |

4.5.9 Dedicated Contract Program Manager (DCPM) Responsibilities (M)

It is the responsibility of each Contractor's DCPM to ensure that the Contractor complies with the Statement of Work (Appendix B, Attachment 2). In addition to the Statement of Work, Appendix B, Section 50 and Table 4A also include obligations for administrative, reporting and relationship management functions of the Contractor. Because of the size and complexity of the RFP, the State recognizes and acknowledges all possible scenarios cannot be identified; however, the following representative examples illustrate the type of functions the State will consider in assessing Contract performance. The Bidders will describe in detail how they will comply with the requirements of this section.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

4.5.9.1 Administrative Functions (M)

Administrative functions are defined as those consistent with Contractor's Program Management responsibilities. Some examples of these functions include, but are not limited to the following:

- Responding in writing within 5 business days to the State Program Manager's correspondence and established suspense date.
- Ensuring that Contractor does not market services that are not available on the Contract in a manner that implies to Customers the services are, or will become, contractually available.
- Providing the State written notice of regulatory changes that impact the provisioning of Contract Services and/or the administration of the Contract.
- Ensuring that Contractor Staff are adequately trained on Contract) Services and knowledgeable on the terms and conditions of the Contract.
- Obtaining DTS/STND approval prior to implementation of Individual Case Basis Pricing options.
- Obtaining approval for Individual Pricing Reductions prior to implementation by submitting a signed Individual Pricing Reduction Notification (Appendix B, Attachment 5) to DTS/STND.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.9.2 Reporting Functions (M)

Reporting functions are defined as detailed accounting of Contract requirements necessary for the State to conduct Contract oversight, monitoring, compliance, and Customer relationships. Some examples of these functions include, but are not limited to:

- Ensuring approved Individual Case Basis Pricing options are documented in a monthly report and are posted on the DTS/ONS designated website within mutually agreed upon delivery date.
- Ensuring approved Individual Pricing Reduction rates are posted on the DTS/ONS designated website within 10 calendar days of effective date of rates.
- Ensuring Contractor corrects core problem associated with inaccurate or incomplete report content submitted to the State.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.9.3 Relationship Management Functions (M)

The State perceives the ideal relationship management environment as one which fosters open communications; honest and meaningful discussions; professional courtesy; respect for others' point of view; and enhances an atmosphere of trust that results in a mutually beneficial business relationship. This environment will help ensure that Customers served by the Contract(s)

receive cost effective and efficient services that in turn enable them to better serve the citizens of California. Some examples that illustrate relationship management for which the State holds the Contractor responsible include, but are not limited to the following:

- Ensuring that Contractor assigns a DCPM throughout the Term of the Contract.
- Ensuring that Contractor provides adequate Contractor staff resources and skill levels to support Contract programs and Customers.
- Ensuring that Contractor responds promptly to DTS/STND Management's verbal requests and/or directions regarding contract issues.
- Ensuring that the Contractor and its subcontractors and/or Affiliates comply with Contract terms and conditions.
- Ensuring that Contractor provides written notice to DTS/ONS 60 calendar days prior to effective date of FCC and CPUC mandated and discretionary charges (i.e., service taxes, fees, surcharges and surcredits), which Contractor intends to recover from the Customers. Written notice must also include: (i) The Service(s), location(s), and Customer(s) affected by such service taxes, fees, surcharges and surcredits, (ii) The effective period of such items, (iii) A description of how such items are to be applied, and (iv) A description of how the accuracy of such items may be verified by Customers.
- Ensuring that Contractor promptly responds to State's written requests for Contract related and/or supplemental information.
- Ensuring that Contractor complies with contractual obligation, commitment, spirit, and intent of the four (4) Module concept to establish Contract Business Relationships with the State and Contractors of other service Modules as defined in Section 4.5.5 and Section 5, Exhibit 5-N of the RFP.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.10 Performance Deficiencies And Charges (M)

The purpose of Appendix B, Model Contract Language, Section 50, Performance Deficiencies and Charges is to ensure Contractor accountability and to improve performance of administrative, reporting, and relationship management functions where deficiencies have been identified. The State's objective is not to levy charges, but to work with the Contractor to identify and resolve performance deficiencies.

Beginning with the State (Program Manager) and the Dedicated Contract Program Manager (DCPM), hereafter referred to as "Contractor", the provisions of Section 50 will be exercised in resolving performance deficiency issues using the following order of precedence:

1. State shall notify Contractor of performance deficiency occurrence in writing.
2. State and Contractor shall meet and confer to discuss alternative remedies and/or cures.
3. State shall set starting cure period, not to exceed 60 calendar days.
4. State shall invoice Contractor for deficiency, if cure unsatisfactory.
5. Contractor shall pay invoice within thirty (30) calendar days of receipt or notify the State if it intends to dispute the invoice using Appendix B, Model Contract Language, Section 35.

Table 4A below describes the Performance Obligations, Deficiency, and Performance Deficiency Charges for Contractor performance.

Table 4A includes categories describing deficiencies in the performance of administrative, reporting, and relationship management functions. Performance categories, deficiencies, and remedies provided below may be revised and/or expanded based upon experience and observations of Contractor performance.

| Table 4A – Performance Deficiencies And Charges | | |
|--|--|---|
| Performance Obligations | Deficiency | Performance Deficiency Charges |
| Administrative Functions (Section 4.5.9.1) | Contractor fails to respond in writing within 5 business days to State Program Manager’s correspondence and established suspense date. | Up to \$500 per occurrence/ up to \$250 per week thereafter until Contractor’s response is received |
| | Contractor markets Services that are not available on the Contract in a manner that implies to the Customer the Services are or will become contractually available. | Up to \$1,000 per occurrence |
| | Contractor does not provide written notice to the State of regulatory changes that impact the provisioning of Contract Services and/or the administration of the Contract. | Up to \$1,000 per occurrence |
| | Contractor staff demonstrates a lack of adequate training on Contract Services and inadequate knowledge of the Contract terms and conditions. | Up to \$500 per occurrence |
| | Contractor fails to obtain DTS/STND approval prior to implementation of Individual Case Basis Pricing option. | Up to \$500 per occurrence |
| | Contractor fails to obtain DTS/STND approval for Individual Pricing Reduction prior to implementation of rates. | Up to \$1,000 per occurrence |
| Reporting Functions (Section 4.5.9.2) | Contractor fails to post approved Individual Case Basis Pricing options monthly report on the DTS/STND designated website within the mutually agreed upon delivery date. | v\$250 per occurrence/up to \$250 per week thereafter, until posted |
| | Contractor fails to post approved Individual Pricing Reduction rates on the DTS/STND designated website within 10 calendar days of effective date of rates. | Up to \$250 per occurrence/up to \$250 per week thereafter, until posted |
| | Contractor does not correct core problem that results in inaccurate or incomplete report content being submitted to the State even after application of appropriate Administrative Service Level Agreement provisions. | Up to \$5,000 per occurrence |

| Table 4A – Performance Deficiencies And Charges | | |
|---|---|--|
| Performance Obligations | Deficiency | Performance Deficiency Charges |
| Relationship Management Functions (Section 4.5.9.3) | DCPM successor is not assigned to the Contract 5 business days prior to the departure of incumbent DCPM. | Up to \$500 per day that the Contractor does not have a DCPM (interim or permanent) assigned to the Contract |
| | Contractor fails to provide adequate number of staff resources and/or staff with appropriate skill levels to support Contract programs and Customers. | v\$1,000 per Contractor Business Plan Requirement deficiency |
| | Contractor fails to respond to repeated (three or more) DTS/STND Management’s verbal and/or email requests and/or directions regarding Contract issues. | Up to \$500 per occurrence |
| | Contractor’s subcontractors and/or Affiliates fail to comply with Contract terms and conditions. | Up to \$500 per occurrence |
| | Contractor fails to provide written notice to DTS/STND 60 calendar days prior to effective date of FCC and CPUC mandated and discretionary charges (i.e., service taxes, fees, surcharges and surcredits), which Contractor intends to recover from the Customers, or written notice does not include: (i) The Service(s), location(s), and Customer(s) affected by such service taxes, fees, surcharges and surcredits, (ii) The effective period of such items, (iii) A description of how such items are to be applied, and (iv) A description of how the accuracy of such items may be verified by Customers. | Up to \$5,000 per occurrence |
| | Contractor fails to provide a response to State’s written request for Contract related and/or supplemental information within 10 Business Days of State’s request which either fully answers the request or provides an explanation as to why Contractor is unable or unwilling to respond to State’s request. | Up to \$500 per occurrence |

| Table 4A – Performance Deficiencies And Charges | | |
|---|---|--------------------------------|
| Performance Obligations | Deficiency | Performance Deficiency Charges |
| | Contractor fails to comply with contractual obligation, commitment, spirit, and intent of the four (4) Module concept to establish ongoing Contract Business Relationships with the State and Contractors of other service Modules as defined in Section 4.5.5 and Section 5, Exhibit 5-N of the RFP. | Up to \$1,000 per occurrence |

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.1

**6.1.11.3.1 Administrative Fee Reports /Electronic Fund Transfer
Notification Delivery Intervals (M)**

| Administrative Tools, Reports and Applications | Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals |
|---|--|
| <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.1.122.3</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.1.12.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p> | <p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered. .</p> <p>Objectives</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of month's administration fees shall be paid to DTS/ONS 61 days from the end of each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.3.2 Invoicing Accuracy (M)

| Administrative Tools, Reports and Applications | Invoicing Accuracy |
|--|---|
| Invoices for all products, services, and features provided through RFP Section 6.1 | <p>Definition</p> <p>Contractor to provide detailed and accurate invoices as stated in RFP Section 6.1.8</p> <p>Measurement Process</p> <p>Contractor-caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Objectives</p> <p>100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies</p> <p>DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.3.3 Report Delivery Intervals (M)

| Administrative Tools, Reports and Applications | Report Delivery Intervals |
|--|--|
| <p>Backbone Network Inventory Report Section 6.1.13.7</p> <p>Service Level Agreement Reports Section 6.1.13.8</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.1.12.2.1</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.1.12.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.1.12.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.1.12.2.6</p> <p>Service Location Report Section 6.1.12.2.7</p> <p>General Customer Profile Information Section 6.1.12.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.1.13.9.1 and Section 6.1.13.9.2</p> | <p>Definition</p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.1.13</p> <p>Measurement Process</p> <p>See the objective below</p> <p>Objectives</p> <p>Deliver all reports within 3 days of the mutually agreed or DTS/ONS designated Delivery Dates from 6.1.13</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.3.4 Tools and Report Implementation (M)

| Administrative Tools, Reports and Applications | Tools and Report Implementation |
|---|--|
| <p>Public Web Site Section 6.1.13.1</p> <p>Private Web Site Section 6.1.13.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.1.13.3</p> <p>Service Provisioning and Tracking System Section 6.1.13.4</p> <p>On-Line Ordering Tool Section 6.1.13.5</p> <p>Network Backbone Monitoring Application/Tool Section 6.1.13.6</p> <p>Backbone Network Inventory Report Section 6.1.13.7</p> <p>Service Level Agreement Reports Section 6.1.13.8</p> <p>Fiscal Management Databases Section 6.1.12.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.1.12.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.1.12.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.1.12.2.3</p> <p>Trouble Ticket/SLA</p> | <p>Definition</p> <p>All Contractor provided tools and reports shall be functioning and accepted by the State based on the Transition-In schedule..</p> <p>Measurement Process</p> <p>Within 45 business days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following the Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.1.14.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

| Administrative Tools, Reports and Applications | Tools and Report Implementation |
|--|---------------------------------|
| <p>Credits Fiscal Report Section 6.1.12.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.1.12.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.1.12.2.6</p> <p>Service Location Report Section 6.1.12.2.7</p> <p>General Customer Profile Information Section 6.1.12.2.8</p> <p>Tool and Report Inventory and Schedule Section 6.1.13</p> | |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.3.5 Tool Availability (M)

| Administrative Tools, Reports and Applications | Tool Availability Percentage |
|---|---|
| Public Web Site 6.1.13.1 Private Web Site 6.1.13.2 Customer Trouble Ticket and Tracking System 6.1.13.3 Service Provisioning and Tracking System 6.1.13.4 On-line Ordering Tool xxx6.1.13.5 Network Backbone Monitoring Application/Tool 6.1.13.6 Fiscal Management Database (s) 6.1.12.1 | <p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.111.2.2 shall apply.</p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each tool, per calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.8.3 CAT 1, 2 and 3 SLA Report Requirements (M)

CAT Outage shall be reported independently on a per occurrence basis. A CAT 1, 2, and 3 Report shall be provided to DTS/ONS within 60 calendar days of the restoral date.

CAT 1, 2, and 3 SLA reports shall include the following information:

Reporting period, type of CAT, data and time of occurrence, circuit number/service ID/phone number(s), path name(s), product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section), and percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.9 Contracted Service Project Work Reports (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.1.9, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the Service Provisioning, Tracking, and Inventory System identified in Section 6.1.13.4.

6.1.13.9.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum, the following information:

- Agency ID

17. Structure of organization to support Transition.
18. Development of a Transition strategy that can be defined in detail and implemented immediately upon award.
19. Contractor shall submit a schedule and plan for Transition of administrative fees as follows:
 - Conversion schedule for Administrative Fees
 - Process for establishing Administrative Fees
 - Process for Transitioning of Administrative Fees from CALNET I Contractor to CALNET II services where new Administrative Fees are applied
20. Contractor shall use industry accepted project management methodology throughout the Transition process.
21. Upon award of the Contract, the Contractor shall establish a service inventory database of Transitioned services. The database is intended to include all Transitioned services as well as services added throughout the Contract Term. This database shall be maintained throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.1.11.3.4.
22. Any other content Contractor chooses to include in plan.

The State acknowledges that many of the Transition Requirements of this Section may not be known, defined, or may not be completed until Contract award. In responding to the Requirements of this Section, the expectation of the State is that the Bidder will acknowledge, demonstrate, and recommend to the extent possible all considerations necessary for developing and implementing a successful Transition plan.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.2

providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento at locations mutually agreed upon.

- Transition Orientation and Training core curriculum, materials, schedule and other pertinent data shall be identified and provided as part of the Transition-In Plan (see Section 6.2.25.1).
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (See Section 6.2.15.5).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.15.1 Transition Orientation and Training (M)

Customer/End-Users

The Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new or replacement services provided during the transition.

The content, method and amount of orientation shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Contractor shall provide reasonable modifications as requested by a Customer if needed to suit their business needs.

- The content, method, and frequency of training shall be mutually agreed between the Contractor and DTS/ONS and included in the Training Plan as defined in Section 6.2.15.5.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor may provide the classroom and seminar education and training described in table 6.2.15.4.

Cost Table 6.2.15.4 Classroom/Seminar Education and Training (D)

| Feature Name | Feature Description | Meets or Exceeds? Y/N | Document/Location |
|---|---------------------|-----------------------|-------------------|
| Bidders are to provide all classroom training and seminars offered | | | |
| | | | |
| Bidder's Description | | | |
| | | | |
| Bidder's Description | | | |
| | | | |
| Bidder's Description | | | |
| | | | |
| Bidder's Description | | | |
| | | | |
| Bidder's Description | | | |
| | | | |
| Bidder's Description | | | |
| | | | |

6.2.22.3.1 Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)

| Administrative Tools, Reports and Applications | Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals |
|--|--|
| <p>DTS/ONS Detail of Services Billed Report by Agency. Section 6.2.23.2.3</p> <p>DTS/ONS Detail of Services Billed Report by Service. Section 6.2.23.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p> | <p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed to DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Objectives</p> <p>Deliver reports:</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of month's administration fees shall be paid to DTS/ONS 61 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.2 Invoicing Accuracy (M)

| Administrative Tools, Reports and Applications | Invoicing Accuracy |
|--|--|
| Invoices for all products, services, and features provided through RFP Section 6.2 | <p>Definition</p> <p>Contractor to provide accurate and detailed invoices as stated in RFP Section 6.2.19</p> <p>Measurement Process</p> <p>Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Objectives</p> <p>100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies</p> <p>DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.3 Report Delivery Intervals (M)

| Administrative Tools, Reports and Applications | Report Delivery Intervals |
|--|--|
| <p>Service Level Agreement Reports Section 6.2.24.5</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.2.23.2.1</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.2.23.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.2.23.2.6</p> <p>Service Location Report Section 6.2.23.2.7</p> <p>General Customer Profile Information Section 6.2.23.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.2.24.6.1 and Section 6.2.24.6.2</p> | <p>Definition</p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Sections 6.2.23 and 6.2.24 Reports Section</p> <p>Measurement Process</p> <p>See the objective below</p> <p>Objectives</p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.2.24</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/TD</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.4 Tools and Report Implementation (M)

| Administrative Tools, Reports and Applications | Tools and Report Implementation |
|--|---|
| <p>Public Web Site Section 6.2.24.1</p> <p>Private Web Site Section 6.2.24.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.2.24.3</p> <p>Service Provisioning and Tracking System Section 6.2.24.4</p> <p>Service Level Agreement Reports Section 6.2.24.5</p> <p>Fiscal Management Databases Section 6.2.23.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.2.23.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.2.23.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.2.23.2.3</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.2.23.2.5</p> | <p>Definition</p> <p>All Contractor provided tools and reports shall be functioning and accepted by the State based on the Transition-In schedule.</p> <p>Measurement Process</p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.2.25.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

| Administrative Tools, Reports and Applications | Tools and Report Implementation |
|---|---------------------------------|
| DVBE Tracking Fiscal Report Section 6.2.23.2.6 Service Location Report Section 6.2.23.2.7 General Customer Profile Information Section 6.2.23.2.8 | |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.5 Tool Availability (M)

| Administrative Tools, Reports and Applications | Tool Availability |
|---|---|
| <p>Public Web Site Section 6.2.24.1</p> <p>Private Web Site Section 6.2.24.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.2.24.3</p> <p>Service Provisioning and Tracking System Section 6.2.24.4</p> <p>Fiscal Management Database(s) Section 6.2.23.1</p> | <p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of calendar days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.2.22.2.2 shall apply.</p> <p>The monthly Availability percent shall be based on the accumulative total of all outage durations for each tool, per calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/TD</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

CAT 2 and 3 SLA reports shall include the following information:

Reporting period, Type of CAT, data and time of occurrence, service ID/phone number(s), product type, Agency ID number, Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section), and percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.6 Contracted Service Project Work Reports (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.2.20, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the Service Provisioning, Tracking, and Inventory System identified in Section 6.2.24.4.

6.2.24.6.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum the following information:

- STD 20 Agency request number
- Agency ID
- Agency name

Section 6.3

6.3.14.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 3. Specific administrative responsibilities as described throughout this RFP Section 6.3. are included in this Section 6.3.14.3.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.1 Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)

| Administrative Tools, Reports and Applications | Administration Fee Reports Delivery Intervals |
|---|--|
| DTS/ONS Detail of Services Billed Report by Agency 6.3.15.2.3 DTS/ONS Detail of Services Billed Report by Service 6.3.15.2.2 Receipt of Electronic Fund Transfer Notification | <p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Objectives</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> |

| Administrative Tools, Reports and Applications | Administration Fee Reports Delivery Intervals |
|--|--|
| | <p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of month's administrative fees shall be paid to DTS/ONS 61 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.3.14.3.2 Invoicing Accuracy (M)

| Administrative Tools, Reports and Applications | Invoicing Accuracy |
|---|---|
| Invoices for all products, services and features provided through CALNET II | <p>Definition Contractor to provide detailed and accurate invoices as stated in RFP Section 6.3.11</p> <p>Measurement Process Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice</p> <p>Objectives 100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies Escalation to Contractor's Account Manager Escalation to DTS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.3 Report Delivery Intervals (M)

| Administrative Tools, Reports and Applications | Report Delivery Intervals |
|--|--|
| <p>Customer Inventory Report Section 6.3.16.5</p> <p>Service Level Agreement Reports Section 6.3.16.6</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.3.15.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.3.15.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.3.15.2.6</p> <p>Service Location Report Section 6.3.15.2.7</p> <p>General Customer Profile Information Section 6.3.15.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.3.17.1 and Section 6.3.17.2</p> | <p>Definition</p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.3.16</p> <p>Measurement Process</p> <p>See the objectives below</p> <p>Objectives</p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.3.16</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.3.14.3.4 Tools and Report Implementation (M)

| Administrative Tools, Reports and Applications | Tools and Report Implementation |
|---|---|
| <p>Public Web Site Section 6.3.16.1</p> <p>Private Web Site Section 6.3.16.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.3.16.3</p> <p>Network Monitoring Application/Tool Section 6.3.16.4</p> <p>Customer Inventory Report Section 6.3.16.5</p> <p>Service Level Agreement Reports Section 6.3.16.6</p> <p>Fiscal Management Databases Section 6.3.15.2</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.3.15.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.3.15.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.3.15.2.3</p> <p>Trouble Ticket/SLS Credits Fiscal Report Section 6.3.15.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.3.15.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.3.15.2.6</p> <p>Service Location Report Section 6.3.15.2.7</p> | <p>Definition</p> <p>All Contactors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline.</p> <p>Measurement Process</p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following the Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.3.18.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first Business Day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

| Administrative Tools, Reports and Applications | Tools and Report Implementation |
|---|---------------------------------|
| General Customer Profile Information Section 6.3.15.2.8 | |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.5 Tool Availability (M)

| Administrative Tools, Reports and Applications | Tool Availability |
|---|--|
| Public Web Site Section 6.3.16.1 Private Web Site Section 6.3.16.2 Customer Trouble Ticket and Tracking System Section 6.3.16.3 Network Monitoring Application/Tool Section 6.3.16.4 Fiscal Management Database(s) Section 6.3.15.1 | <p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24 x number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.3.14.2.2 shall apply.</p> <p>The Availability percent shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

Reporting period, type of CAT, data and time of occurrence, unique identifier as agreed upon between Contractor and DTS/ONS, Agency ID number, Customer Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section) and percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.17 CONTRACTED SERVICE PROJECT WORK REPORTS (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.3.12, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the SLA Provisioning Report Requirements identified in Section 6.3.16.6.2.

6.3.17.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum, the following information:

- STD 20 Agency request number
- Agency ID
- Agency name
- Agency address
- Service site address (s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor

Section 6.4

6.4.6 OTHER SERVICES (M-O)

6.4.6.1 Cable And Wire Services (M-O)

This Module includes provisions for simple inside wiring services specifically associated with provisioning of Module 4 services, and services related to hourly support as described below and are limited to Module 4 service provisioning only.

6.4.6.1.1 Low Voltage Simple Wiring Services, Service Entrance, and Extended Termination (M-O)

The Contractor shall provide simple wiring services to support the BFWA and network services covered by this Module for all Customer occupied buildings where services under this Contract are being offered. Simple wiring services are wire/cable related activities required to extend the termination point to the Customer defined jack location or cross-connect point from the Contractor to Customer Handoff (CCH) or provide connection to BFWA Data Communications Equipment (DCE) termination points. Simple wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Simple wiring shall also include associated trouble shooting, testing and labeling. Simple wiring services are limited to the following:

- Installation of cabling for extending network interfaces from the CCH location to the Customer's point of utilization
- Installation of cross connects or rearrangement of existing jumpers
- Identification and testing of existing cabling beyond the CCH to the Customer's Equipment location
- BFWA DCE to CCH
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete simple wiring from the CCH to the extended Termination location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site

**6.4.12.3.1 Administrative Fee Reports /Electronic Fund Transfer
Notification Delivery Intervals (M)**

| Administrative Tools, Reports and Applications | Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals |
|--|--|
| <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.4.13.2.3</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.4.13.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p> | <p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Objectives</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of a month's administrative fees shall be paid to DTS/ONS 61 calendar days from the end each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.3.2 Invoicing Accuracy (M)

| Administrative Tools, Reports and Applications | Invoicing Accuracy |
|---|--|
| Invoices for all products and services provided through RFP 6.4 | <p>Definition</p> <p>Contractor to provide detailed and accurate invoices as stated in RFP Section 6.4.9</p> <p>Measurement Process</p> <p>Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.4.12.3.3 Report Delivery Intervals (M)

| Administrative Tools, Reports and Applications | Report Delivery Intervals |
|--|---|
| <p>Service Level Agreement Reports Section 6.4.14.5</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.4.13.2.1</p> <p>Trouble Ticket/SLS Credits Fiscal Report Section 6.4.13.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.4.13.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.4.13.2.6</p> <p>Service Location Report Section 6.4.13.2.7</p> <p>General Customer Profile Information Section 6.4.13.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.4.15.1 and Section 6.4.15.2</p> | <p>Definition</p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.4.12.3.3</p> <p>Measurement Process</p> <p>See objectives below Objectives</p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.4.14</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.3.4 Tools and Report Implementation (M)

| Administrative Tools, Reports and Applications | Tools and Report Implementation |
|--|--|
| <p>Customer Trouble Ticket Reporting and Tracking System Section 6.4.14.3</p> <p>Customer Inventory Report Section 6.4.14.4</p> <p>Service Level Agreement Reports Section 6.4.14.5</p> <p>Fiscal Management Databases Section 6.4.13.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.4.13.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.4.13.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.4.13.2.3</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.4.13.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.4.13.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.4.13.2.6</p> | <p>Definition</p> <p>All Contractors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline</p> <p>Measurement Process</p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following the Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and provided in accordance with the timeline required in Section 6.4.14 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p> |

| Administrative Tools, Reports, and Applications | Tools and Report Implementation |
|--|---------------------------------|
| Service Location Report Section 6.4.13.2.7 General Customer Profile Information Section 6.4.13.2.8 | |

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.3.5 Tool Availability (M)

| Administrative Tools, Reports and Applications | Tool Availability |
|--|---|
| <p>Public Web Site Section 6.4.14.1</p> <p>Private Web Site Section 6.4.14.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.4.14.3</p> <p>On-line Ordering Tool Section 6.4.14.4</p> <p>Fiscal Management Database(s) Section 6.4.13.1</p> | <p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled Uptime is based on 7x24 number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.4.12.2.2 shall apply.</p> <p>The Availability percentage shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p> |

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

ID number, Customer Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section) and percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.15 CONTRACTED SERVICE PROJECT WORK REPORTS (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.4.12, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the SLA Provisioning Report Requirements identified in Section 6.4.14.5.2.

6.4.15.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum, the following information:

- STD 20 Agency request number
- Agency ID
- Agency name
- Agency address
- Service site address(s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor